

**Federal Trade Commission Webinar**

A white silhouette of a crowd of people is positioned above the main title box. The figures are of various heights and are arranged in a line, creating a sense of a large gathering.

# **Fighting Consumer Fraud & Identity Theft in Oregon**

**November 29, 2018**

**TO HEAR THE WEBINAR CALL 1-800-700-7784**

**Access Code: 455946**

# Welcome!

## Presenters:

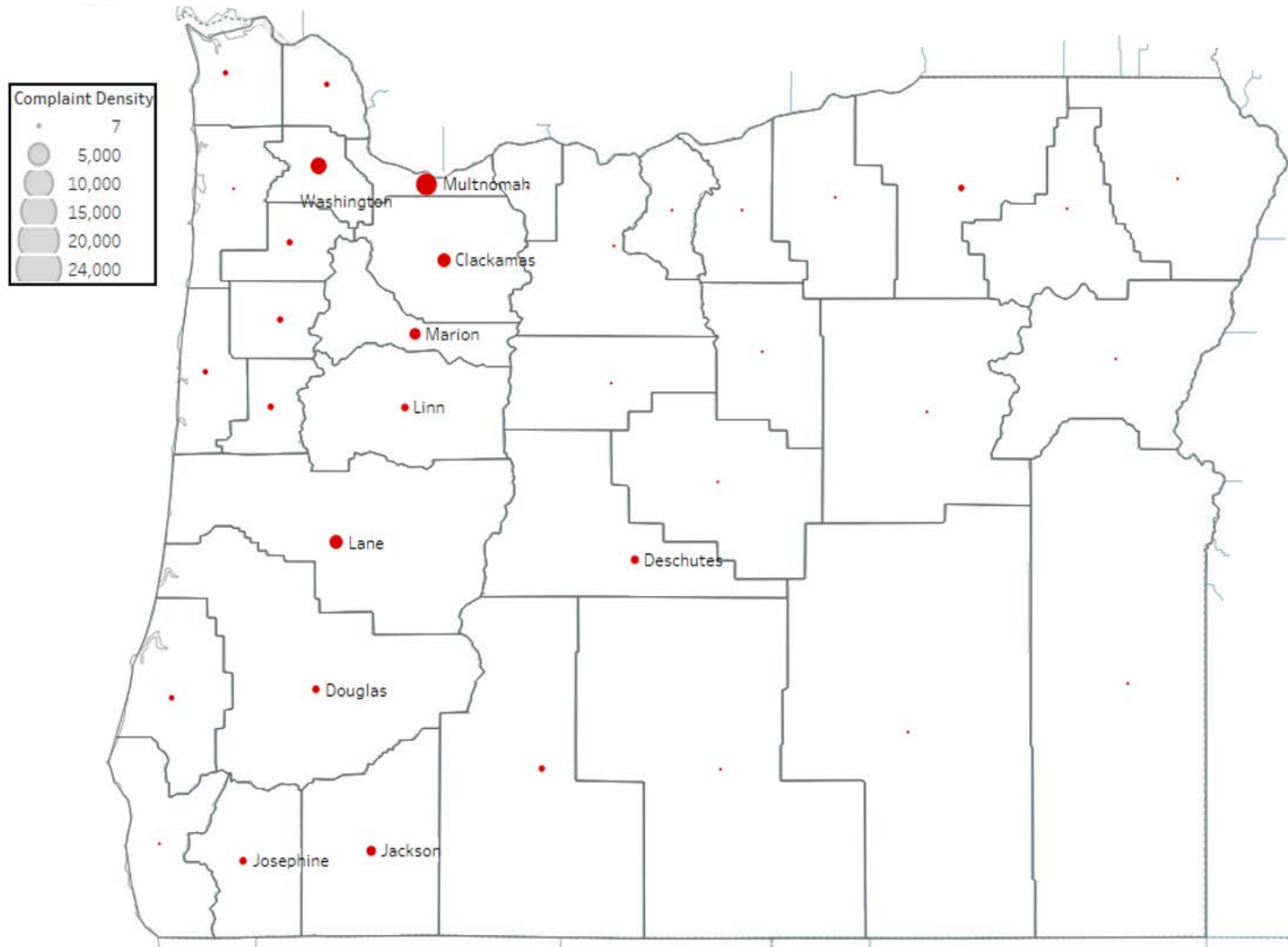
- **Chuck Harwood**, FTC Northwest Regional Office
- **Ellen Klem**, Oregon Office of the Attorney General
- **Kevin Jeffries**, Oregon Dept. of Consumer & Business Services
- **Donna Maddux**, U.S. Attorney's Office for the District of Oregon
- **Dawn Johnson**, Better Business Bureau Northwest
- **Andrea Ogston**, Legal Aid Services of Oregon
- **Priya Helweg**, Centers for Medicare & Medicaid Services
- **Ryan Kibby**, Senior Medicare Patrol of Oregon
- **Patti Poss**, FTC

# Overview

- The Oregon landscape
- The latest scams
- Identity theft
- Working together to fight fraud and identity theft

TO HEAR THE WEBINAR CALL 1-800-700-7784,  
Access Code: 455946

# Fraud & Identity Theft Reports in Oregon for 2017



# Oregon Top Reports - 2017

1. Imposter Scams	5,781	6. Shop-at-Home and Catalog Sales	1,352
2. Debt Collection	2,896	7. Auto-Related Complaints	907
3. Prizes, Sweepstakes and Lotteries	1,793	8. Credit Bureaus, Information Furnishers and Report Users	863
4. Banks and Lenders	1,711	9. Internet Services	780
5. Telephone and Mobile Services	1,538	10. Mobile: Accessories, Devices, and Services	576

# For Consumers Who Have Been Scammed:

- **Contact the payment provider**
  - Tell them the transaction was fraudulent
  - Ask for the money back
- **Report the fraud to law enforcement:**
  - [FTC.gov/complaint](https://www.ftc.gov/complaint) or [FTC.gov/queja](https://www.ftc.gov/queja)

# THE LATEST SCAMS



# IRS IMPOSTER SCAMS

The Internal Revenue Service (IRS) is the government agency that collects federal taxes.

Scammers pretend to be IRS officials to get you to send them money.



You owe us  
taxes





# IRS Imposters

## Tips for Consumers:

- Never send money to anyone who asks
- Requests to wire money or send prepaid cards or gift cards are always scams
- The IRS will never threaten to arrest or deport

[www.consumer.ftc.gov/articles/0519-irs-imposter-scams-infographic](http://www.consumer.ftc.gov/articles/0519-irs-imposter-scams-infographic)

# IRS Imposters: Twists

- Private debt collection for old IRS debts
- Get a letter first with name of debt collector & authentication number
- *Always pay the IRS directly*
- [www.consumer.ftc.gov/blog/2017/04/irs-now-using-private-debt-collectors](http://www.consumer.ftc.gov/blog/2017/04/irs-now-using-private-debt-collectors)
- Scammers make IRS deposits, then demand the money
- *Follow the IRS's instructions to return money*  
[www.consumer.ftc.gov/blog/2018/03/watch-out-these-new-tax-scams](http://www.consumer.ftc.gov/blog/2018/03/watch-out-these-new-tax-scams)

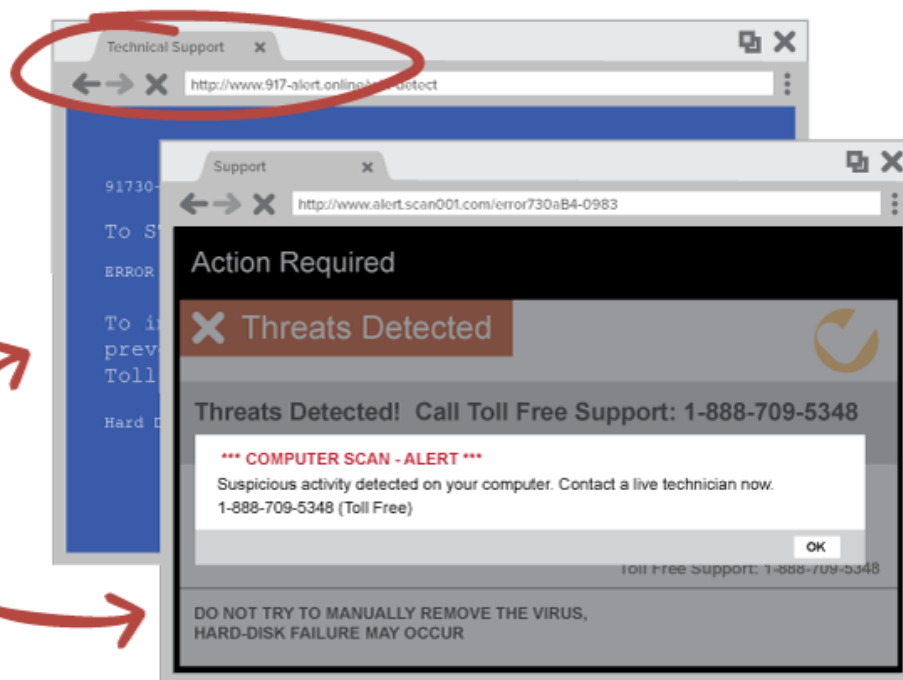
# HOW TO SPOT A TECH SUPPORT SCAM

It often starts with a pop-up . . .

Shows up  
within your  
**internet  
browser**

Might  
**imitate** a  
blue error  
screen

or trusted  
antivirus  
software



CALL	NOW	OR ELSE...
Wants you to call a <b>toll-free number</b>	Urges you to call <b>immediately</b>	Threatens that you may <b>lose personal data</b> if you don't call

# Tech Support Scams

## Tips for Consumers:

- Hang up on callers who say you have a computer problem
- Ignore pop-ups that say to call tech support
- Never share passwords or give remote access
- Questions? Call the legitimate company **before** you do anything

[www.consumer.ftc.gov/articles/0346-tech-support-scams](http://www.consumer.ftc.gov/articles/0346-tech-support-scams)

# Sweepstakes & Grant Scams

CONFIRMED PRIZE NOTIFICATION LETTER • CONFIRMED PRIZE NOTIFICATION LETTER • CONFIRMED PRIZE NOTIFICATION LETTER

With Winner Identification and  
Claimant Transfer Paper

CASH CLAIM REQUEST  
DATE: 07/15/2014

KELLER, SLOAN & ASSOCIATES  
P.O. Box 208, CE Bonnik, The Netherlands

**PROMPT REPLY REQUESTED**

Pending Full Amount:

**\$1,943,543.54**

ISSUED TO:

[REDACTED]

ASSIGNMENT OF THIS MAIL TO  
ANOTHER PARTY IS:  
**PROHIBITED**

PRINTOUT INDIVIDUAL ONLY  
ANITA [REDACTED]

V/P REFERENCE  
70146312017

CONFIRMED SENDER  
ORGANIZATION  
KSA

ANITA – Substantive information contained herein for a Major Cash Prize. Please respond immediately!

CASH CLAIM VERIFICATION LETTER MESSAGE: JULY 15, 2014

Dear ANITA:

Pursuant to the headline above and through which we are now contacting you via the dated correspondence, please understand that this is NOT a preliminary or qualification letter of cash prize status; **YOU HAVE WON A CASH PRIZE!**

This letter constitutes actual designation of ANITA [REDACTED] as a cash prize winner! May we offer our warmest wishes at this moment from the management and executive offices, as well as our entire organization and staff.

Please be assured of the accuracy of this documentation!

Your name was identified among a tiny percentage of ALL eligible individuals who could have received this notice. The fact that you have won a cash prize must be thrilling and somewhat overwhelming – we ask that you read carefully. Do not skip ahead. Your response to this letter is **MANDATORY** to claim the cash prize you have been selected to receive.

To initiate issuance of your Prize Check, you must **RETURN THE ACCOMPANYING DOCUMENT** before the deadline date specified on the enclosed according to the rules and terms herein. Failure to do so will invalidate the prize confirmation and result in forfeiture of the Check awaiting dispatch to you directly by secured mail.

We would like to proceed with resolution of your cash prize quickly!

- (1) Your cash prize will be drawn and paid in single lump sum (Section A / page 2);
- (2) Sweepstakes report documentation for the total aggregate funds amount of \$1,943,543.54 as noted above is awaiting your reply with preeminent fee (Section 9 / page 2) for outright access to the amount noted above. [This is not a mistake.]

The total amount, \$1,943,543.54, being awarded by independent prize sponsors is confirmed and will be resolved at final proceedings pending. We are delighted to provide notification of the winners total entitlement amount, in writing, and to issue upon your reply and payment of the processing fee, full report documents and claim procedures for the maximum aggregate funds as filed by this recorded letter and validated at \$1,943,543.54.

Please take a moment to read and complete the accompanying paperwork carefully. We are prepared to process and make delivery of the cash prize within 10 days upon receipt of all instructions and correspondence and insure that your name and address is correct as it

# Sweepstakes Scams

- Never pay to collect a so-called prize or grant
- Legit sweepstakes don't make you pay a fee
- [www.consumer.ftc.gov/articles/0199-prize-scams](http://www.consumer.ftc.gov/articles/0199-prize-scams)

## Grant Scams

- No surprise government grants
- No charge for a government grant or for a list of government grants-making agencies
- [Grants.gov](http://Grants.gov) – one place to apply
- [www.consumer.ftc.gov/articles/0113-government-grant-scams](http://www.consumer.ftc.gov/articles/0113-government-grant-scams)



# Family Emergency Scams





# Family Emergency Scams

## Tips for Consumers:

- SLOW DOWN
- Get off the phone and check with a family member or friend. (Even if they say it's a secret)
- Do not wire money or buy a prepaid card or a gift card and give someone the card's numbers
- [www.consumer.ftc.gov/articles/0204-family-emergency-scams](http://www.consumer.ftc.gov/articles/0204-family-emergency-scams)

# Fake Check Scams



[www.consumer.ftc.gov/blog/2018/09/anatomy-fake-check-scam](https://www.consumer.ftc.gov/blog/2018/09/anatomy-fake-check-scam)

# Fake Check Scams

IF IT'S A FAKE CHECK,  
WHY IS MONEY IN YOUR ACCOUNT?



## WHAT TO DO:



Be wary.  
Talk to someone you  
trust and contact your  
bank before you act.



Never take a check  
for more than your  
selling price.



Selling online?  
Consider using an escrow  
or online payment service.



Never send money  
back to someone who  
sent you a check.



Spot this scam?  
Tell the Federal Trade Commission:  
[ftc.gov/complaint](https://www.ftc.gov/complaint)

## How to **donate wisely** and **avoid scams**



### Look up a charity's report & ratings:

- give.org
- charitywatch.org
- guidestar.org
- charitynavigator.org



Never pay by **gift card** or **wire transfer**.  
**Credit card** and **check** are safer.



**Watch out for names** that only  
look like **well-known** charities.



### Search the charity name online.

Do people say it's a scam?



Ask **how much** of your  
donation **goes to the program**  
you want to support.



### Donating online?

Be sure where that money is going.

Federal Trade Commission • [ftc.gov/charity](https://www.ftc.gov/charity)

# Charity Scams

## Other tips at:

[www.consumer.ftc.gov/articles/0074-giving-charity](https://www.consumer.ftc.gov/articles/0074-giving-charity)

# Unwanted Calls

- Telemarketing robocalls are more than just annoying: ***they are illegal***
- The FTC has sued operations selling:
  - medical alert and home security systems
  - interest rate reduction services
  - auto warranties
  - free vacations

# Unwanted Calls

[www.consumer.ftc.gov/features/how-stop-unwanted-calls](http://www.consumer.ftc.gov/features/how-stop-unwanted-calls)

- Report them:
  - [DoNotCall.gov](http://DoNotCall.gov) or 1-888-382-1222
- FTC shares information about reported unwanted calls with phone companies
  - Helps them block numbers
- Don't trust caller ID: easy to spoof
- Just hang up! It's ok to be rude
- Call-blocking technology
  - [www.consumer.ftc.gov/articles/0548-blocking-unwanted-calls](http://www.consumer.ftc.gov/articles/0548-blocking-unwanted-calls)



# Debt Collection and Debt Scams

- **Fake Debt Collection Scams**

[www.consumer.ftc.gov/articles/0258-fake-debt-collectors](http://www.consumer.ftc.gov/articles/0258-fake-debt-collectors)

- **Mortgage Relief & Foreclosure Rescue Scams**

[www.consumer.ftc.gov/articles/0100-mortgage-relief-scams](http://www.consumer.ftc.gov/articles/0100-mortgage-relief-scams)

[www.consumer.ftc.gov/articles/0193-facing-foreclosure](http://www.consumer.ftc.gov/articles/0193-facing-foreclosure)

- **Student Loan Debt Scams**

[www.consumer.ftc.gov/articles/1028-student-loans](http://www.consumer.ftc.gov/articles/1028-student-loans)

[www.studentaid.ed.gov/sa](http://www.studentaid.ed.gov/sa)



# Opportunity Scams

- Investments
- Job scams
- Business opportunities



Real People  
Achieving Real Results

- ✓ **BE YOUR OWN BOSS**
- ✓ **NO EXPERIENCE NEEDED**
- ✓ **EARN THOUSANDS MONTHLY**
- ✓ **BECOME PART OF A WINNING TEAM**
- ✓ **WORK FROM ANYWHERE IN THE WORLD**

**CALL TODAY AND START  
EARNING TOMORROW!**

# Small Business Scams

- Unordered supplies
- Business directory listings
- Domain name/website registrations
- Payment processing
- Charity scams

[www.FTC.gov/SmallBusiness](http://www.FTC.gov/SmallBusiness)



# IDENTITY THEFT

Someone uses your personal information to

- Open accounts
- File taxes
- Buy things



## Examples of Misuse

- Open Credit Cards
- Open Utility Accounts
- Apply for a Tax Refund
- Get a Loan
- Apply for Employment
- Get Medical Care



## Impact on Victims

- Denial of credit/loans
- Denial of public benefits
- Denial of medical care
- Denial/loss of employment
- Harassment by debt collectors
- Legal issues/arrest
- Stress/anxiety
- Recovery time/expense



# Reduce the Risk

- Review your mail, especially financial statements
- Check your credit report every year:
  - Free report from [AnnualCreditReport.com](https://AnnualCreditReport.com)
- Protect your Social Security and Medicare numbers
- Store documents securely and shred before discarding
- File your taxes as early as you can

# Equifax Data Breach

- Check if you're affected: [equifaxsecurity2017.com](https://equifaxsecurity2017.com)
- What can you do?
  - Monitor your accounts
  - Fraud alert or credit freeze
  - File taxes early
- Visit [ftc.gov/equifax](https://ftc.gov/equifax)

# New Law, New Credit Rights

- FRAUD ALERTS now last one year rather than 90 days
- CREDIT FREEZES are free for all
  - Also for kids under age 16
  - Also for incapacitated adults
- FREE CREDIT MONITORING for active duty military starting May 24, 2019
- For more information, go to [ftc.gov/newcreditlaw](https://ftc.gov/newcreditlaw)





FEDERAL TRADE COMMISSION

IdentityTheft.gov

Log In

En Español

Report identity theft and get a recovery plan

Get Started →

or browse recovery steps

IdentityTheft.gov can help you report and recover from identity theft.

**HERE'S HOW IT WORKS:**



**Tell us what happened.**

We'll ask some questions about your situation. Tell us as much as you can.



**Get a recovery plan.**

We'll use that info to create a personal recovery plan.



**Put your plan into action.**

If you create an account, we'll walk you through each recovery step, update your plan as needed, track your progress, and pre-fill forms and letters for you.

[Get started now.](#) Or you can [browse a complete list of possible recovery steps](#).

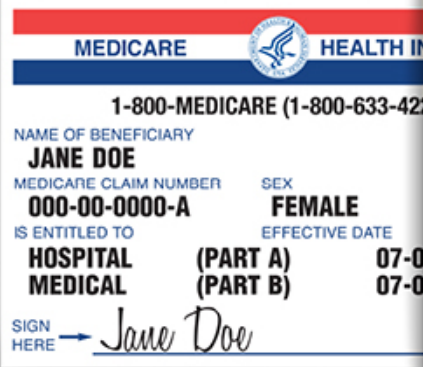
# New Medicare Cards Starting In April 2018

**New Card! New Number!**

Mailing in 2018

**NEW Medicare Card**

**Current Medicare Card**



**MEDICARE HEALTH INSURANCE**

1-800-MEDICARE (1-800-633-4227)

NAME OF BENEFICIARY  
**JANE DOE**

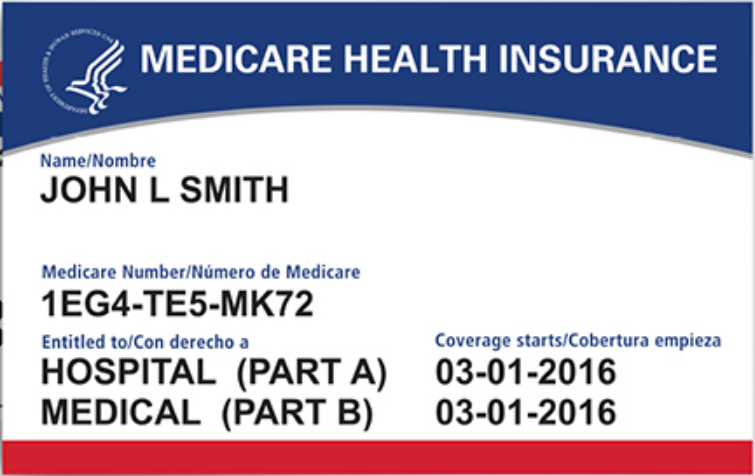
MEDICARE CLAIM NUMBER  
**000-00-0000-A**

SEX  
**FEMALE**

IS ENTITLED TO  
**HOSPITAL (PART A)**  
**MEDICAL (PART B)**

EFFECTIVE DATE  
**07-01-2016**  
**07-01-2016**

SIGN HERE → *Jane Doe*




**MEDICARE HEALTH INSURANCE**

Name/Nombre  
**JOHN L SMITH**

Medicare Number/Número de Medicare  
**1EG4-TE5-MK72**

Entitled to/Con derecho a  
**HOSPITAL (PART A)**  
**MEDICAL (PART B)**

Coverage starts/Cobertura empieza  
**03-01-2016**  
**03-01-2016**



CMS Product No. 12009-P  
September 2017

# New Medicare Cards – Stay Connected

- Find more technical information, detailed updates, training opportunities, and materials to share on the web:
  - [CMS.gov/newcard](https://www.cms.gov/newcard)
- Comments and questions are always welcome! Send to:  
[NewMedicareCardSSNRemoval@cms.hhs.gov](mailto:NewMedicareCardSSNRemoval@cms.hhs.gov)
  - Information for people with Medicare:
    - [Medicare.gov/newcard](https://www.medicare.gov/newcard)

# Report Fraud to the FTC



**FTC.gov/complaint or  
FTC.gov/queja  
1-877-FTC-HELP**

# TOP **TEN** 2017 CONSUMER COMPLAINTS



OREGON DEPARTMENT OF JUSTICE

## CONSUMER PROTECTION

FIGHTING FRAUD ■ PROTECTING OREGONIANS

1	Imposter Scam Calls.....	5,378
2	Telecommunications.....	1,106
3	Motor Vehicle Sales .....	614
4	Financial Services.....	584
5	Fraudulent Entity.....	462

199 victims reported losses of \$4,093,247



# JUST HANG UP

THE PHONE ON IMPOSTER SCAMS!

## IF THE CALLER...

- ✓ asks you to wire money or buy a prepaid card;
- ✓ says you have won a prize or a gift but you need to pay fees or taxes first;
- ✓ asks you to visit websites or download software;
- ✓ asks for usernames, passwords, account numbers, or your home address;
- ✓ says the offer is only good for today; or
- ✓ asks you to keep the call a secret, **JUST HANG UP!**

# Fraud and Scams



OREGON DEPARTMENT OF JUSTICE

**ATTORNEY GENERAL ELLEN ROSENBLUM**

FIGHTING FRAUD  PROTECTING OREGONIANS

## SIX SIGNS IT IS A SCAM

### 1. Scammers Contact You "Out Of The Blue"

It could be a knock on the door, a phone call, or a piece of mail you weren't expecting. For example, you didn't think you owed the IRS or a debt collection agency money, but they called claiming you could be in trouble if you don't pay.

### 4. Scammers Want You To Wire Money

You may be asked to wire money or purchase pre-paid debit cards. This is the easiest way for scam artists to get their hands on your money, and it's almost impossible to get it back once it has been sent. Don't do it!

### 2. Scammers Claim There Is An "Emergency"

A scam might warn that if you don't respond immediately your prize winnings will be lost, or that a relative or friend is in trouble in a foreign country. If something prompts immediate action, be cautious.

### 5. Scammers Tell You To Keep It "Secret"

By asking you to keep a transaction secret, scammers know you won't have to respond to questions from family and friends who might see through the scam. Check with someone you trust before acting.



[Recursos en español](#)

OREGON DEPARTMENT OF JUSTICE

# Consumer Protection

*Fighting Fraud. Protecting Oregonians.*

ATTORNEY GENERAL

CHILD SUPPORT

CONSUMER PROTECTION

CHARITIES

CRIME VICTIMS

MEDIA

Motor Vehicles

Homes &amp; Mortgages

Phone, Internet &amp; TV

Sales, Scams &amp; Fraud

ID Theft &amp; Data Breaches

Credit, Loans &amp; Debt

For Businesses

[DOJ Home](#) / [Consumer Protection](#)

## What We Do

The **Oregon Department of Justice** is committed to ensuring a safe and fair marketplace in Oregon. We help consumers with complaints, we prevent fraud, we enforce consumer protection laws and we invest in consumer education.

## Featured

**CONSUMER  
HOTLINE:****1-877-877-9392**[SEARCH COMPLAINTS DATABASE »](#)[REPORT A DO NOT CALL VIOLATION](#)[FILE A COMPLAINT ONLINE »](#)[FREE FRAUD PREVENTION TRAINING](#)[OREGON'S LEMON LAW](#)

## Join the Scam Alert Network

Get up-to-the-minute information about scams, frauds and other threats to consumers. [Sign up for email alerts](#), or follow our [Twitter feed](#).

### Tweets by @oregonscamalert

**Oregon Scam Alert** @oregonscamalert

AG Rosenblum Urges Eclipse Travelers to Confirm Hotel Rooms [doj.state.or.us/media-home/new...](http://doj.state.or.us/media-home/new...)



**AG Rosenblum Urges Eclipse Trav...**  
Oregon Attorney General Ellen Rosenblum today urged visitors and [doj.state.or.us](http://doj.state.or.us)



Aug 8, 2017



Oregon Scam Alert Retweeted

**PDX Crime Prevention** @pdxpreventcrime

Drop off your unwanted/expired Rx drugs and sensitive docs at our Turn In Saturday, 10am. Info: [portlandoregon.gov/oni/68659](http://portlandoregon.gov/oni/68659)



# The Department of Consumer and Business Services (DCBS) includes:

- Oregon OSHA
- Building Codes Division
- Division of Financial Regulation
- Workers' Compensation Board
- Workers' Compensation Division
- Oregon Health Insurance Marketplace





# Division of Financial Regulation

## We regulate:

- Banks and credit unions
- Check cashing
- Debt management services
- Financial & investment advisors
- Insurance industry
- Mortgage industry
- Money transmitters
- Pawnshops
- Payday and title lenders
- Securities



# Consumer Advocacy

- Assist in resolving complaints
- Investigate violations of insurance and financial law
- Education and outreach



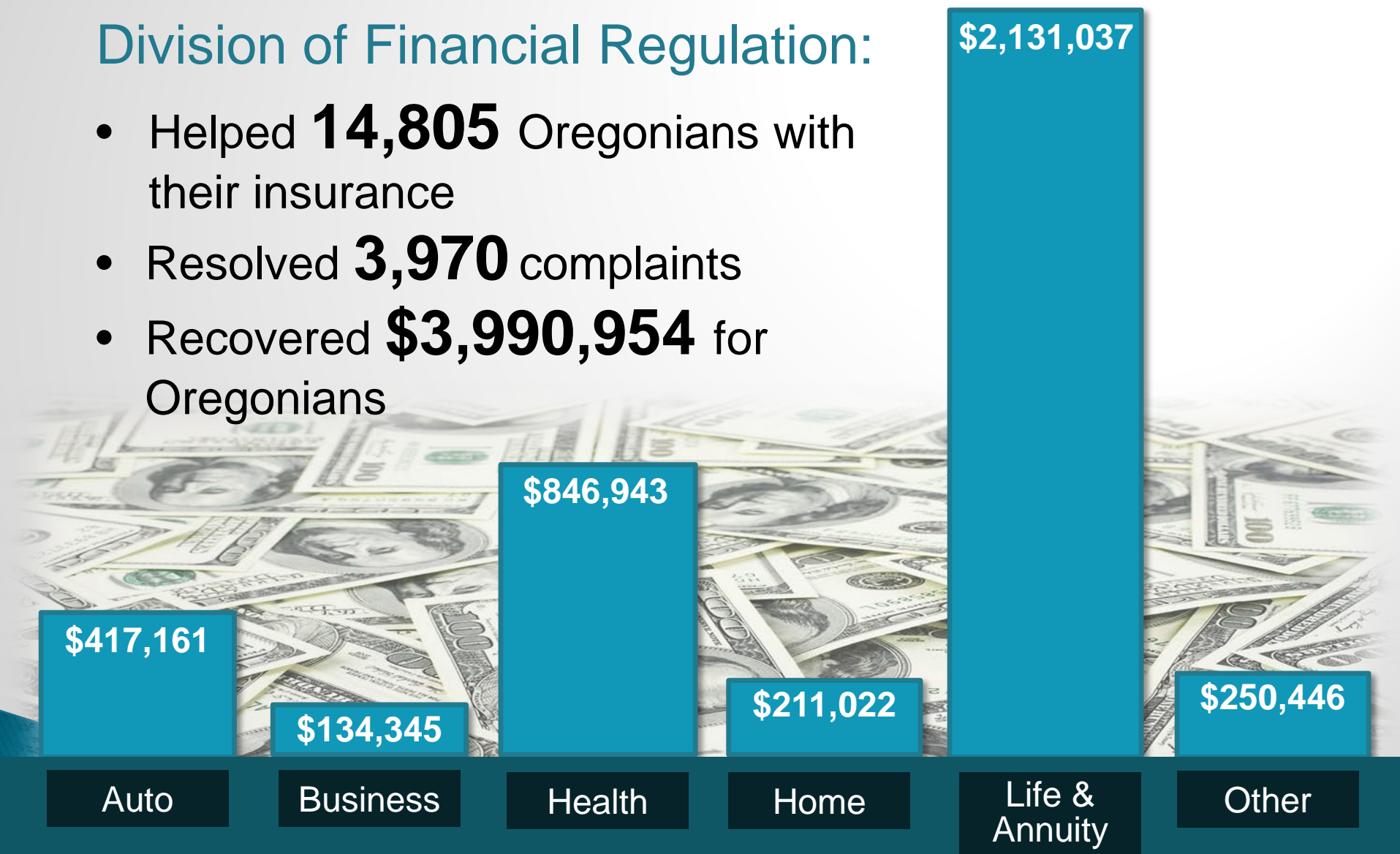
[www.dfr.oregon.gov](http://www.dfr.oregon.gov)  
888-877-4894 (toll-free)



# 2017 Consumer Advocacy Results

## Division of Financial Regulation:

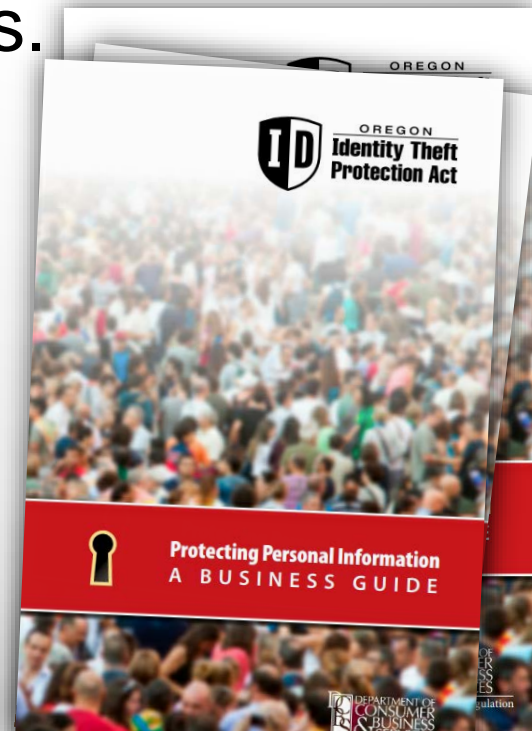
- Helped **14,805** Oregonians with their insurance
- Resolved **3,970** complaints
- Recovered **\$3,990,954** for Oregonians





# Oregon Identity Theft Protection Act

- Required to develop, implement, and maintain reasonable safeguards to ensure the security, confidentiality, and integrity of personal information.
  - This includes the disposal process.





# Detect, Test your Process



# Protect your Credit

## Contact Credit Bureau to set up Freeze

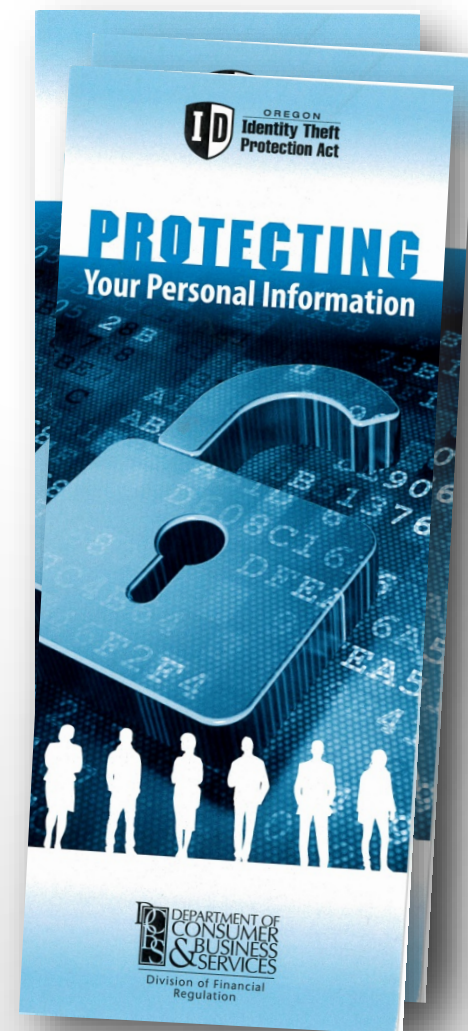
- Equifax
- Transunion
- Experian

NO COSTS---This services is now Free

## Check Credit Report at least once a year

[www.annualcreditreport.com](http://www.annualcreditreport.com)

877-322-8228



# Division of Financial Regulation

## Key Contacts

Consumer Advocacy

1-888-877-4894


[cp.ins@oregon.gov](mailto:cp.ins@oregon.gov)

[www.dfr.oregon.gov](http://www.dfr.oregon.gov)

Request Training or Speaker

503-947-7238

[Outreach.dfr@oregon.gov](mailto:Outreach.dfr@oregon.gov)



# Elder Financial Exploitation: New Federal Direction

Donna Maddux  
Assistant United States Attorney  
Elder Justice Coordinator  
District of Oregon

[donna.maddux@usdoj.gov](mailto:donna.maddux@usdoj.gov)



# The Elder Abuse Prevention & Prosecution Act

The Elder Abuse Prevention and Prosecution Act (34 USC § 21701 – 21752) establishes the Elder Justice Coordinator position in each District and sets out responsibilities as follows:

- **Elder Justice Coordinators.** The Attorney General shall designate in each Federal judicial district not less than one Assistant United States Attorney to serve as the Elder Justice Coordinator for the district, who shall be responsible for—
  - prosecuting, or assisting in the prosecution of, elder abuse cases;
  - conducting public outreach and awareness activities relating to elder abuse.
  
- The statute defines “**elder**” as an individual 60 or older.





# USAO EJC Program



- Support EJ **training and outreach** events in Oregon.
- Continue to serve as a **convener and connector** for information sharing in support of EJ investigations and prosecutions.
- Target support efforts in **tribal and rural** communities.
- **Investigate and prosecute** EFE working with federal, state, and local counterparts, including the banking community.





# Current National Efforts

- **October & November:** Money Mule Surge
  - Goal: Disrupt money mule activity
- **March:** Tech Support and Related Scams
  - Goal: Prosecutions & civil suits

Dawn Johnson, Marketplace Manager,  
Oregon

[dawn.johnson@thebbb.org](mailto:dawn.johnson@thebbb.org)

541-514-8697

- **Scam and Identity Theft Resources:**

- Community PowerPoint Presentations by request
- Prevention Tips Brochures/Handouts by request
- Community event sponsorships/support
- BBB.org to find a trustworthy business
- Online Magazine, Torch Talk for consumer tips
- BBB.org/ScamTracker to report scams
- [www.facebook.com/BBBOregon](https://www.facebook.com/BBBOregon)



BETTER  
BUSINESS  
BUREAU®

# Legal Aid Services of Oregon

Andrea Ogston

Supervising attorney

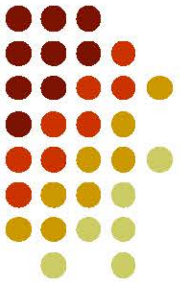


## LEGAL AID SERVICES OF OREGON

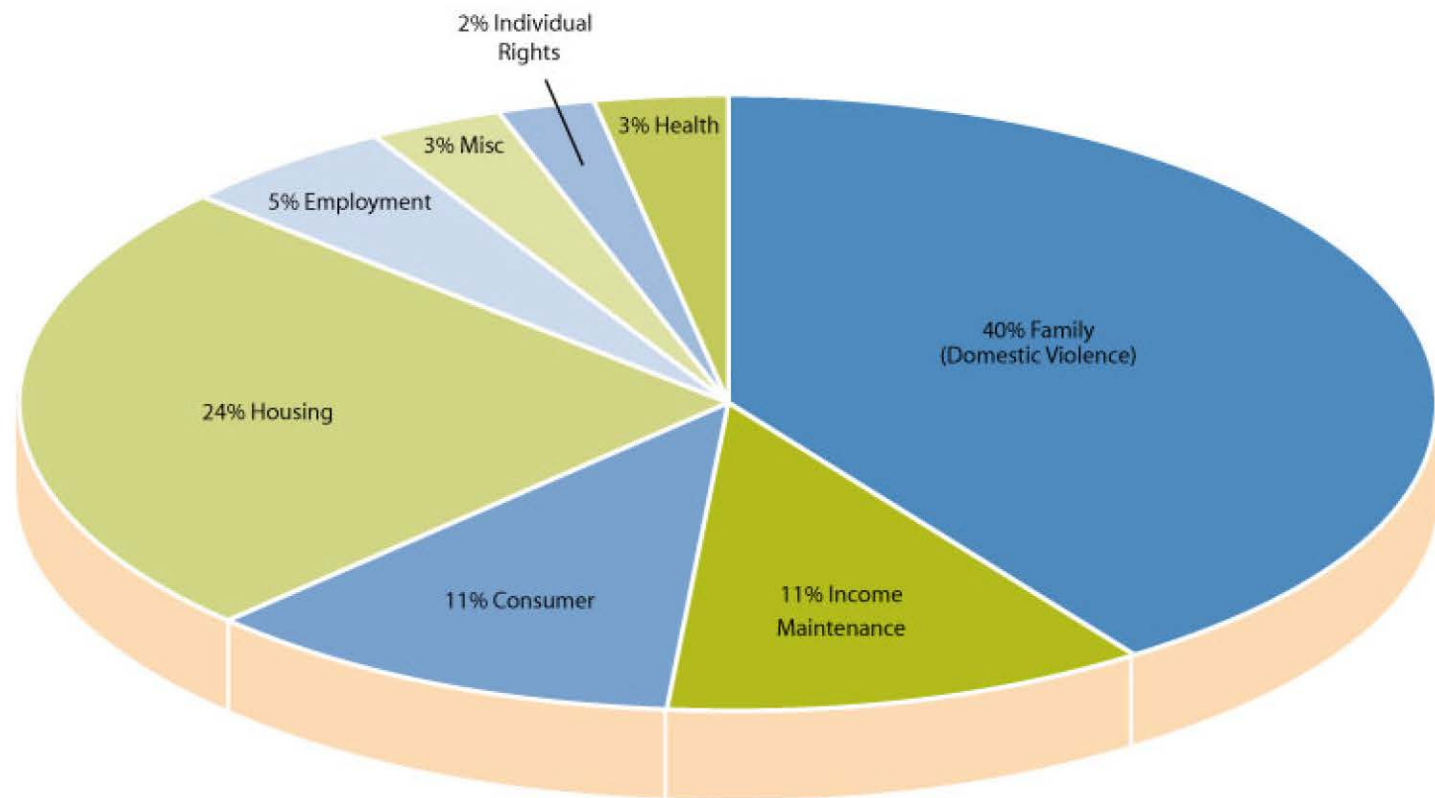
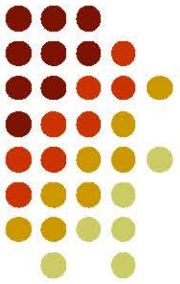
PORTLAND REGIONAL OFFICE



# Legal Aid Offices in Oregon



# Types of cases handled by LASO



# Issues impacting older adults



## Case Types

- Medicaid / Medicare denials
- Independent Living
- Protection from abuse
- Housing issues: long term care, private housing, foreclosure, evictions, subsidized housing
- Consumer issues: bankruptcy, fraud, garnishments, debtor/creditor



# Levels of Service



- Information and referral for ineligible clients
- Advice and direction to pro se materials
- Brief Service
- Extended representation



# Contact Us

- Main number (503) 224-4086 or [Andrea.Ogston@lasoregon.org](mailto:Andrea.Ogston@lasoregon.org)
- Website: [www.oregonlawhelp.org](http://www.oregonlawhelp.org)



# Senior Medicare Patrol (SMP) Program

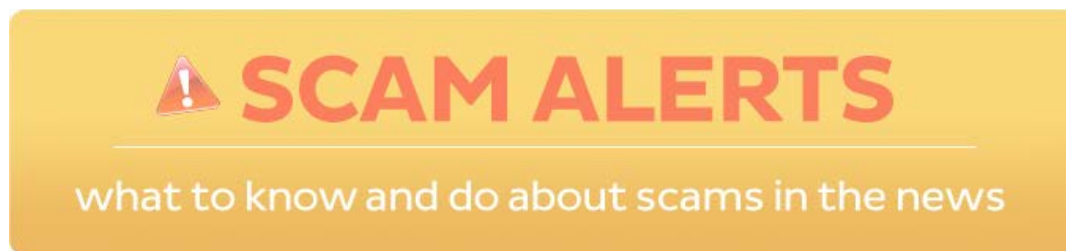
## **SMP Mission**

Empower and assist Medicare beneficiaries, their families, and caregivers to prevent, detect, and report health care fraud, errors, and abuse through outreach, counseling, and education.

- SMP is an education and prevention program that teaches people with Medicare how to prevent, detect, and report health care fraud
- There's an SMP in every state, D.C., Puerto Rico, and Guam
  - For SMP information, contact the ADRC of Oregon:  
[www.ADRCofofOregon.org](http://www.ADRCofofOregon.org) or 1-855-ORE-ADRC (673-2372)
- SMPs oversee a volunteer-based network of 6,200 team members and provide a link from Medicare beneficiaries to fraud investigators
- Funded by the Administration for Community Living (ACL)

# **HOW CAN WE WORK TOGETHER TO FIGHT FRAUD AND IDENTITY THEFT?**

# Keep up with the latest scams and share with your community



- Sign up for scam alerts at [FTC.gov/scams](https://www.ftc.gov/scams)
- Share these alerts on your website, in your newsletter or emails, or on social media

# Keep up with the latest scams and share with your community

- Follow us on social media and share:
  - @FTC
  - @laFTC
  - @MilConsumer
  - Facebook.com/FederalTradeCommission
  - Facebook.com/MilitaryConsumer



# Use and Share Free FTC Resources

- [Consumer.FTC.gov](https://consumer.ftc.gov): hundreds of fraud articles
- [Consumer.gov](https://consumer.gov): consumer protection basics, plain and simple
- [FTC.gov/PassItOn](https://ftc.gov/PassItOn): helping older adults protect others from fraud
- [YouTube.com/FTCVideos](https://YouTube.com/FTCVideos): view and share videos

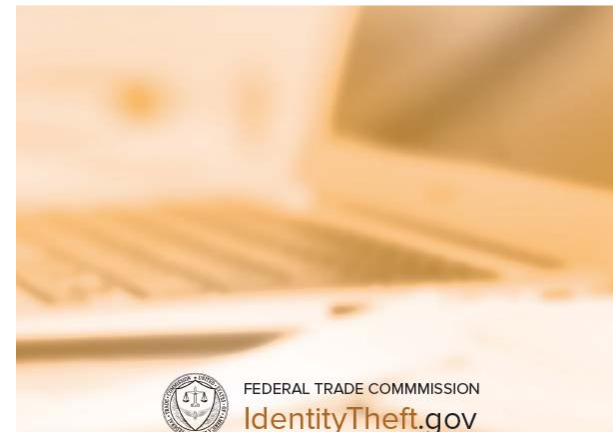
# Use and Share Free FTC Resources

## [Bulkorder.FTC.gov](https://Bulkorder.FTC.gov)



### Identity Theft

What to know, What to do



# Talk to Us

- **Help for Oregon's Congressional delegation**
  - Derick Rill, FTC's Office of Congressional Relations  
[drill@ftc.gov](mailto:drill@ftc.gov) or 202-326-3007
- **Consumer Sentinel Network**  
[www.ftc.gov/enforcement/consumer-sentinel-network](http://www.ftc.gov/enforcement/consumer-sentinel-network)
  - Law enforcement groups can obtain access to complaints by contacting Nick Mastrocinque at  
[nmastrocinque@ftc.gov](mailto:nmastrocinque@ftc.gov)

# *Thank you for joining us!*

## **Speakers:**

- **Chuck Harwood**, FTC Northwest Regional Office
- **Ellen Klem**, Oregon Office of the Attorney General
- **Kevin Jeffries**, Oregon Dept. of Consumer & Business Services
- **Donna Maddux**, U.S. Attorney's Office for the District of Oregon
- **Dawn Johnson**, Better Business Bureau Northwest
- **Andrea Ogston**, Legal Aid Services of Oregon
- **Priya Helweg**, Centers for Medicare & Medicaid Services
- **Ryan Kibby**, Senior Medicare Patrol of Oregon
- **Patti Poss**, FTC

***Thank you for joining us!***

Slides available at: [Consumer.gov/StateWebinars](https://Consumer.gov/StateWebinars)

***Please spread the word to fight fraud and  
identity theft throughout Oregon!***

Feedback about the webinar:  
[everycommunity@ftc.gov](mailto:everycommunity@ftc.gov)

